



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Software Quality Assurance Analyst

Job Code Title

Computer Systems Analyst

Pay Band

06

Job Code Number

151516

Information Technology and Processing Division

Information and Technology Services Bureau

Applications Services Unit

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities

The Software Quality Assurance Analyst works with IT staff and customers to evaluate or diagnose software problems and provides technical support during software installation or configuration; develops and executes software test plans in order to identify software problems and their causes; and provides end user support for department applications. Duties include coordinating updates and production of applications; establishing documentation, testing, and migration procedures; and ensuring department software and hardware systems changes meet specified business needs and requirements. The incumbent develops statewide quality assurance programs to ensure consistency and adherence to established standards and procedures as well as organizational goals and objectives. This position reports to the Applications Services (ASU) Unit Manager and does not supervise other staff.

• Technical Support 60%

1. Investigates customer problems referred by technical support. Manages the unit's email boxes to assure timely and appropriate response to problems.
2. Prepares, reviews, researches, accepts, rates, and coordinates testing of service requests (SRs) for system defects and enhancements and communicates resolutions to user community.

3. Verifies through quality control procedures that business requirements are met, converted data is not corrupt, user inputs of online data are not creating problems, and batch processes run with minimal problems.
 4. Sets up tests at the request of users to locate and correct program operating errors following installation of programs.
 5. Reviews computer operating log to identify program processing errors.
 6. Identifies, analyzes, and documents problems with program function, output, online screen, or content. May develop utility programs to test, track, and verify defects in software programs. May write programs to create new procedures or modify existing procedures. May train software program users.
- **Managing Testing Projects 20%**
 1. Assists in the design of test plans, scenarios, scripts, or procedures and the development of testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.
 2. Records user test results in the master test plan.
 3. Documents test plans, test scenarios, project reports, and business requirements on testing progress for day-to-day assignments, special projects, system upgrades, and roll outs. Reviews and maintains testing and quality control documentation.
 4. Communicates system changes, fixes, upgrades, and enhancements as the liaison between system users, testers, department IT staff, and consultants.
 5. Assists users, testers, business analysts, and management analysts in developing and implementing test plans and requirements.
 6. Assists in system changes by testing upgrades of hardware, software, and system programming changes. Identifies programming problems and causes and advises developers.
 7. Plans test schedules or strategies in accordance with project scope or delivery dates. Tests system modifications to prepare for implementation.
 8. Enters instructions into the computer to test program for validity of results, accuracy, reliability, and conformance to department standards. Identifies differences between department standards and user applications and suggests modifications to conform to standards.
 - **Quality Assurance Program Development 15%**
 1. Conducts in-depth and comprehensive evaluations in reviewing the implementation or application of systems and technologies to resolve problems or assist in the development of new processes.
 2. Advises management and other system specialists on a range of quality assurance, quality control, and testing issues.
 3. Participates on projects and project teams to define and document testing needs, overall system integrity, and business requirements.
 4. Represents IT quality assurance and the department in technical discussions and decision meetings.
 5. Ensures project activities comply with the department's vision and policies. Takes appropriate action to resolve compliance issues. Responds to problems with internal/external stakeholders.
 6. Works with various divisions and units to identify system needs and meet business requirements through adequate testing. Assists in preparing written system specifications.
 7. Identifies, communicates, and implements ideas for continuous improvement of IT quality assurance processes. Provides ongoing change management functions for all application and infrastructure changes.
 8. Participates in product design reviews to provide input on functional requirements, product designs, schedules, or potential problems. May evaluate proposed software or software enhancement for feasibility.
 9. Reviews software documentation to ensure technical accuracy, compliance, and completeness or to mitigate risks.

- **Other Duties 5%**

1. Performs other duties as assigned by the supervisor.
2. Handles quality assurance and assists technical and business teams on special projects.
3. Remains current in technology advancements.

Job Requirements

To perform successfully as a software quality assurance analyst, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. The work requires skill in reading, interpreting, and using technical manuals, instructions, and data reports; isolating and resolving technical problems; operating various office software applications (word processing, spreadsheet, presentation, database applications, and platforms); using department systems; establishing project goals, timelines, and standards; and translating technical information to varied audiences in order to make presentations and provide information to all levels of users and developers. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; effectively interpreting policies and procedures in a wide variety of project areas; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; and following written and oral directions are also required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires knowledge of the theory and functions of computer systems and technologies and computer applications quality control; the business processes, values, objectives, and political structure of the department; federal and state statutes, administrative rules, and state policies and procedures; and project management.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer science or closely related field and three years of job-related work experience.
 - Work experience must include IT support functions using defect tracking software, software projects, and testing.
 - ISTQB Software Tester Certification, Level I, or similar certification is preferred.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry or difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use and being seated for extended periods of time. Work hours may exceed 40 hours per week from time to time. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____